

OPERATING PLAN
Exhibit B
CRATER LAKE NATIONAL PARK

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ATTACHMENT

No.-1, Boat Operation Procedures

INTRODUCTION

This Operating Plan between _____ (hereinafter referred to as the "Concessioner") and Crater Lake National Park (hereinafter referred to as the "Area") shall serve as a supplement to Concession Contract No. CC-CRLA001-01 (hereinafter referred to as the "CONTRACT"). It describes specific operating responsibilities of the Concessioner and the Service with regard to those lands and facilities within the Area which are assigned to the Concessioner for the purposes authorized by the CONTRACT.

In the event of any conflict between the terms of the CONTRACT and this Operating Plan, the terms of the CONTRACT, including its designations and amendments, shall prevail.

This plan shall remain in effect until superseded or amended. It will be reviewed annually by the Superintendent in consultation with the Concessioner and revised as determined necessary by the Superintendent of the Area. Revisions may not be inconsistent with the terms and conditions of the main body of this CONTRACT.

A. Management, Organization and Responsibilities

Concessioner

1. The General Manager will be responsible for planning, organizing and directing the concession operations in the Area.
2. The General Manager will be assisted by managers and supervisory staff. A list of management and key staff and their locations and telephone numbers will be provided to the Superintendent at the beginning of the summer season with changes communicated promptly.
3. An onsite manager (or, during the winter season, a supervisor) is required to be available at all times during business hours throughout the year. The General Manager will routinely be available on site. In the absence of the General Manager, an onsite manager will be designated to be in charge. The Superintendent will be notified who is the designated onsite manager when the General Manager is away from the Area.

Area

1. Superintendent:

The Superintendent is the Area Manager with responsibility for all Area operations, which includes the concession operation. The Superintendent has the responsibility to carry out the policies and directives of the National Park Service, including management of the Concessioner contractors. Directly or through his designated representatives, he will review, supervise and coordinate the activities of the Concessioner within and as they relate to the Area. This will include review of the EEO Policy and Affirmative Action Plan, inspection of facilities, approval of all rates charged in the Area, evaluation of all concession operations, authorization of all improvements to facilities including construction, and monitoring other activities involving contract administration.

2, Staff Assistance:

Chief of Park Maintenance - Roads, buildings and utilities, maintenance, construction and rehabilitation.

Chief, Resources Preservation and Research - Preservation of the Area's natural resources, coordination of related research and NEPA compliance.

Chief of Administration - Finance, budget, personnel, property management, internal control, computer services, and procurement.

Chief of Interpretation and Cultural Resource Management - Information, interpretation, including boat tour interpretation, cultural resources and compliance procedures.

Chief Ranger - Fire protection, law enforcement, search and rescue, visitor safety and protection, resource protection, emergency medical services, fee collection, trail maintenance, and operation of the Communications Center.

Management Assistant - Coordinates functions of other departments as they relate to the concession operation. Assists the Superintendent by making recommendations on all aspects of the Concessioner's operation, performs evaluation inspections on concession operations, participates in training of employees, makes comparability studies of rates and services provided by the Concessioner. Reviews complaints and operating problems with Concessioner and performs other duties as assigned by the Superintendent.

B. Season Opening/Closing Dates and Hours of Operation

The concession hours for each operation are as follows:

Cafeteria/Gift Store Building

1. Food Service/Gift Store - Winter Operation

10:00 am - 4:30 pm Tue, Jan 1, thru Fri, March 1
10:00 am - 5:00 pm Sat, March 2, thru Fri April 26
10:00 am - 4:30 pm Mon, Oct 28, thru Tue, Dec 31

Services will be available one-half hour later in the afternoon on weekends, holidays and vacation periods.

2. Cafeteria

9:00 am - 6:00 pm Sat April 27, thru Thur, May 23
9:00 am - 7:00 pm Fri, May 24, thru Thur, June 13
8:00 am - 5:00 pm Fri June 14, thru Mon, Sept 2
9:00 am - 7:00 pm Tue Sept 3, thru Sun, Oct 6
9:00 am - 6:00 pm Mon, Oct 7, thru Sun, Oct 27

3. Watchman

5:00 pm - 10:00 pm Fri June 14, thru Mon Sept 2

4. Gift Store

9:00 am - 6:00 pm Sat April 27, thru Thur, May 23
9:00 am - 7:00 pm Fri, May 24, thru Thur, June 13
8:00 am - 8:00 pm Fri June 14, thru Mon Sept 2
9:00 am - 7:00 pm Tue Sept 3, thru Sun, Oct 6
9:00 am - 6:00 pm Mon Oct 7, thru Sun Oct 27

5. Crater Lake Lodge - Lodging

Friday, May 24 thru Wednesday, October 16
Last night of lodging is offered on Tuesday, October 15

6. Crater Lake Lodge - Dining Room
7:00 am - 10:30 am breakfast
11:30 am - 2:00 pm lunch
5:00 pm - 10:00 pm dinner
5:00 pm - 10:00 pm drink and hors d'oeuvres service in Great Hall
First served meal, dinner Friday, May 24
Last meal served; breakfast Wednesday, October 5
7. Mazama Village Motor Inn
Friday June 7, thru Sunday, October 6
Last night lodging offered is Saturday, October 5
8. Mazama Village Store and Gasoline Station
10:00 am - 5:00 pm Fri May 24, thru Thur June 13
7:00 am - 10:00 pm Fri June 14 thru Mon Sept 2
8:00 am - 8:00 pm Tue Sept 3, thru Sun Oct 6
Close at noon on Sunday, October 6
9. Campground - Weather Permitting
Open Fri June 14 thru Sun, Oct 6
Close at noon on Monday, Oct 7
10. Tour Boats - Weather Permitting
 - a. Wed June 26, thru Fri June 28
10:00 am, 12:00 noon, 2:00 pm, 4:00 pm
Wizard Island Run when needed; tickets may be sold
 - b. Sat June 29, thru Mon Sept 3
10:00 am, 11:00 am, 12:00 noon, 1:00 pm, 2:00 pm, 3:00 pm, 4:00 pm
Wizard Island Run when needed; tickets may be sold
 - c. Tue Sept 3 thru Sun Sept 15
10:00 am, 12:00 noon, 2:00 pm, 4:00 pm
Wizard Island Run when needed; tickets may be sold

Note: Wizard Island runs will depart from Cleetwood Cove no later than 5 pm.

Beginning the tour boat schedule on June 26, 2002, is based on the Concessioner having access to Cleetwood by June 12. US Coast Guard vessel inspections are

tentatively scheduled for June 24. If weather, snow, or trail conditions delay access to Cleetwood, boat inspections can be rescheduled and the opening date for boat tours postponed.

The maximum number of scheduled boat tours allowed per day is seven. An additional boat tour will be provided when necessary to pick up visitors at Wizard Island

The Concessioner will submit a proposal to the Superintendent for offering dormitory/hostel accommodations to educational groups during the shoulder season, i.e., October, November, March and April.

Concession services/facilities may be closed on Christmas Day. Concession services/facilities, i.e. boats and campground, may offer a modified schedule, upon approval of the Superintendent, due to severe weather conditions. The above dates and times do not preclude the General Manager from evaluating the demand and economic feasibility for modifying the schedule and requesting the Superintendent's approval for implementing a revised schedule.

By December 15, the Concessioner shall submit to the Superintendent for approval his proposed opening and closing dates for the next calendar year for all operations. In the event of emergencies or unforeseen changes in weather conditions, hours/opening and closing dates may be adjusted with approval of the Superintendent.

The Area plans to remove snow in accordance with the following schedule:

- Rim Village Dormitory: April 24 through November 10
- Crater Lake Lodge: April 24 through November 10 (access to west entrance, front door and service entrance)
- Service Road/Loading Dock behind Cafeteria: May 1 through October 31
- Mazama Village Motor Inn: May 15 through October 15
- Mazama Village Store and Gasoline Pumps: May 10 through October 15
- Mazama Dormitory Complex: April 24 through November 10 (Service Entrance, Garage Building, Main Entrance area year round)
- Mazama Dormitory: RV Sites, May 1 through October 15
- Mazama Campground: June 10 through October 10

See Maintenance Plan (Exhibit H) for special snow removal details.

C. Quality of Services

1. Services offered to the public by the Concessioner must be satisfactory as judged by recognized standards for the industry and National Park Service evaluation policy.
2. The Superintendent, through his representatives, shall monitor, inspect and become aware of product and service quality throughout the year and shall evaluate them with relationship to industry standards, comparability and visitor satisfaction.
3. The Concessioner shall also monitor, inspect and be aware of their product and service quality for review, improvement and comparability information.
4. Complimentary coffee/tea service will be provided in the morning at Crater Lake Lodge and Mazama Village Motor Inn.
5. At the Crater Lake Lodge, drink and hors d'oeuvres service will be provided in the Great Hall. Service shall be from the Lodge kitchen/service bar. No bar or food service carts/facilities are permitted in the Great Hall.

D. Lost and Found

All lost and found property will be reported and handled in a timely, systematic and protective manner. The Concessioner is responsible for implementation of the established lost and found procedures. The Concessioner is responsible for safeguarding found property until it is turned over to the Area.

The policy of the Area is to return found property to its rightful owner. If not claimed by the owner and/or owner's authorized representative within 60 days, property may be claimed by the finder.

With the following exceptions:

National Park Service employees, or members of their immediate families are prohibited from claiming any items of found property.

Procedures

1. A Lost/Found Report (Form 10-166) will be completed by the Concessioner for each found item and attached to the item. A receipt will be given to the finder.
2. Found items are to be inventoried and delivered to Area Communications Center weekly. The original of the completed Lost/Found Report will accompany each item. Pertinent information to assist in identifying the owner, such as room number and occupant, are to be included in the report.
3. The Concessioner will notify the Area Communications Center immediately when wallets, cameras, passports and items over \$100 in estimated value are found. Such items will be delivered to Area Communications Center on the same day they are found.

E. Complaints

The General Manager and the Superintendent will exchange information regarding all complaints received that relate to concession operations. Copies of complaints and replies will also be exchanged. Mutual consultation will occur, when needed. Throughout the season complaints may begin to take on a pattern that, if evaluated, will provide information on problem areas. The General Manager shall conduct an evaluation of written complaints received and review them regularly with the Area's Management Assistant.

The Concessioner will provide comment cards at each service/facility. Visitor/guest comments will be made available for review by the Superintendent.

F. Sanitation

1. The Concessioner is responsible for training employees in proper procedures for food handling and sanitation. The Concessioner food service training program shall meet the criteria recommended by the US Public Health Service and the standards of the State of Oregon.
2. Certificates signifying successful completion of training must be issued to individual food handlers upon meeting course requirements and passing the test. The certificate may be issued by the Food and Beverage Manager.
3. The FDA Food Code Applicant and Food Employee Interview (Form 1) and Food Employee Reporting Agreement (Form 2) should be completed at the conclusion of the

Concession Food Service Training. This will provide an opportunity to emphasize these forms, their importance, and the obligations of food service workers to report illnesses to supervisors.

4. Copies of certificates, tests, and Forms 1 and 2, must be kept in a notebook with a roster/log showing the names and positions of the individuals who are currently employed and certified. A logbook and notebook for the employees of each food service facility must be kept available for inspection at that facility.

5. The program must provide for the training and certification of new/replacement employees who start work during the season. These employees must be certified prior to independently performing the work covered by the certification, and in no event later than one week after starting work.

6. Concession food service supervisors should evaluate the wellness of food service staff at the beginning of each shift through visual and verbal contact.

G. Procedure for Reporting Illness Complaints

Concessioner:

The Concessioner Food and Beverage Manager will promptly report outbreaks of human illnesses to the Area's Management Assistant (current office telephone 594-2211 ext 102, home telephone 594-2781). If unavailable, notification will be to the Chief Ranger, (current office telephone 594-2211 ext 300). In the absence of either person, the Concessioner will contact the Area's Communications Center, or any of the Area's management staff, to seek assistance. The Concessioner will provide basic information including symptoms, time of onset, and names as may be appropriate, and will assist the Area contact if it is determined that medical services are required.

National Park Service:

National Park Service policy calls for illness complaints to be promptly and carefully evaluated to determine which specific courses of action should be followed. The National Park Service may contact the Public Health Service Consultant to discuss preliminary findings and to establish a course of action to be followed in making a thorough investigation into the cause of the illness. When investigative evidence indicates that an outbreak of illness is occurring, the Superintendent has the authority to restrict or close any facility or operation known or suspected of being the source of the illness.

Concessioner Food Handler Responsibilities

The Concessioner must require food handlers to report information about their health and activities as they relate to diseases that are transmissible through food. Specifically, the following illnesses and symptoms in food handlers present a risk of outbreak from food borne illness. Concession management must be alert to any of these illnesses and symptoms in food handlers and promptly investigate.

Employee is ill

A. Is diagnosed with and illness due to:

1. Salmonella Typhi
2. Shigella spp.
3. Eschevrichia coli 0157:H7, or
4. Hepatitis A virus

Employee has symptom of intestinal illness:

B. Has a symptom caused by illness, infection, or other source that is:

1. Associated with an acute gastrointestinal illness such as:
 - a. Diarrhea
 - b. Fever
 - c. Vomiting
 - d. Jaundice, or
 - e. Sore throat with fever, or

Employee has symptom of boil or infected wound:

2. A lesion containing pus such as a boil or infected wound that is open or draining and is:
 - a. On the hands or wrists, unless an impermeable cover such as a finger cot or stall protects the lesion and a single use glove is worn over the imperemable cover.
 - b. On exposed protions of the arms, unless the lesion is protected by an impermeable cover, or
 - c. On other parts of the body, unless the lesion is covered by a dry, durable, tight-fitting bandage;

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Employee previously ill:

- C. Had a past illness from an infectious agent specified under paragraph (A) of this section.

Activites:

- D. Meets one or more of the following high risk conditions:

Employee at high risk of becoming ill:

- 1. Is suspected of causing, or being exposed to, a confirmed disease outbreak caused by S. Typhi, Shigella spp, e. coli 0157:H7, or hepatitis A virus including an outbreak at an event such as a family meal, church supper, or festival because the food employee or applicant
 - a. Prepared food implicated in the outbreak,
 - b. Consumed food implicated in the outbreak, or
 - c. Consumed food at the event prepared by a person who is infected or ill with the infectious agent that caused the outbreak or who is suspected of being a shedder of the infectious agent,

Employee lives with ill person:

- 2. Lives in the household as a person who is diagnosed with a disease caused by S. Typhi, Shigella spp., E. coli 0157:H7, or hepatitis A virus, or

Employee lives with person involved in disease outbreak:

3. Lives in the household as a person who attends or works in a setting where there is a confirmed disease outbreak caused by outbreak Typhi, Shigella spp., E. coli 0157:H7, or hepatitis A virus.

H. Safety and Fire Protection

The Concessioner shall:

1. Develop and implement a written documented Risk Management Program, which shall include a Hazardous Communication Program.
2. Conduct and document appropriate safety meetings specific to each operational function and work area.
3. Participate in Area safety meetings.
4. Conduct and document regular safety inspections following an established inspection schedule.
5. Prepare a Fire/Building Evacuation Plan for all public use and employee dormitory buildings for review and approval by the Area. Update plans annually prior to opening.
6. Conduct and document inspections of all interior fire suppression equipment.
7. Maintain building fire appliances, hoses, alarm and smoke detection systems to meet NFPA requirements.
8. Notify the Superintendent immediately of serious injury or property damage incidents affecting visitors.
9. Notify the Superintendent immediately of all Concessioner employee accidents requiring medical attention and Concessioner motor vehicle accidents.
10. Abate/correct deficiencies identified on safety inspections conducted by National Park Service Safety Officers.
11. Provide and maintain first aid supplies and equipment in assigned facilities.

12. Conduct training sessions for concession employees in basic fire equipment use and assure that personnel know their roles in the event of a fire emergency.
13. Maintain access to fire hydrants within Concessioner land assignment by removing snow and keeping areas otherwise clear of foreign objects.
14. Notify the Area immediately of any fires.

I. Personnel and Employee Housing

1. The Concessioner shall have an affirmative action program and adhere to Federal and State labor laws.
2. National Park Service employees and spouses or children of National Park Service employees may not be hired without prior written approval of the Superintendent.
3. All employees serving the public shall be in uniform and be identifiable as a Concessioner employee, i.e. name tag with the name of the company and the individual employee's name.
4. Pets may not be kept by the Concessioner's staff who reside in the Area, with the exception that employees residing at Mazama RV/trailer sites may keep pets subject to the superintendent's pet policy (attached as Appendix A).
5. The Concessioner shall designate quiet hours and ensure they are maintained in employee housing areas.
6. The use and possession of illegal drugs and under-age alcohol consumption and possession are not permitted.

J. Employee Parking and Transportation

1. The Concessioner will make available a shuttle service for transportation of employees from the Mazama housing area to workplaces. The Concessioner shuttle service will provide the primary method used by concession employees to commute to and from their jobs.

2. Concession employees may park their vehicles only in parking places designated by the Superintendent. The Concessioner will submit an employee vehicle parking plan to the Superintendent for approval.

K. Training

1. The Concessioner will train its employees in technical and public service skills appropriate to the concession operation. Training documentation will be available upon request.

2. The Concessioner will provide its employees with orientation to concession operations within the Area. Area staff is available to assist in providing concession employees with orientation to the Area and information on Area policies, rules, and regulations.

3. The Concessioner will ensure that its employees are providing visitors with accurate information concerning the Area and the roles of the Concessioner and the National Park Service.

L. Public Information and Advertising

1. All advertising and other public information that pertains to the Area and commercial services offered at the Area shall be subject to prior approval by the Superintendent. Classifieds, i.e. "help wanted" advertisements, do not need prior approval.

2. Advertising must be within the administrative policies of the National Park Service, in conformance with National Park Service management objectives, meet civil rights requirements, and be compatible with the purpose of the Area.

3. Public information signs must conform to the approved Area Sign System and be approved by the Superintendent.

4. Signs should be kept to a minimum and be attractive, professional and easily readable. Amateur, hand written signs/labels are unacceptable.

5. Billboard advertising is prohibited within the Area.

M. Reservations and Conventions

The Concessioner may accept reservations and deposits for overnight accommodations. Such reservations will be subject to procedures, which assure:

1. Accommodations in the Area serve the primary purpose of providing for public use and enjoyment of the Area features.
2. Accommodations are available to a broad spectrum of visitors.
3. No one category of visitor gains special privileges, whether through group affiliation, prepayment of substantial advance rental or other means.

The Concessioner may not seek tour and convention business during the primary visitor use season.

MAZAMA CAMPGROUND: The Concessioner will implement a reservation system for Mazama Campground. Reservations may be accepted for one half of the campsites at Mazama; the remaining sites will be offered on a first-come, first-served basis.

BOAT TOURS: The Concessioner will implement a reservation system for the boat tours. Advance reservations may be accepted for one-half of the available seats on each boat tour. Visitors may make advance reservations up to and through the day prior to the day of the boat tours. Ticket sales for the remaining seats will be on a daily first-come, first-served basis. Passengers are to be given a full refund if a boat tour is canceled or, if the passenger desires, the Concessioner may issue a pass for a future boat tour. The Concessioner will submit a boat tour reservation plan to the Superintendent for approval.

N. Smoking in Public Buildings

There is no smoking allowed in any Concessioner buildings, including all public use areas, food service facilities, and dormitories. Mazama Village Motor Inn and Crater Lake Lodge are designated as non-smoking facilities and are available to those who agree not to smoke in these facilities.

O. Rates

Items are not approved for sale unless they have an approved rate. Rates must be approved by the Superintendent. The Concessioner must submit a separate rate schedule for approval for each service and operational area, i.e. campground, motor inn, etc. Normally, the Concessioner will submit one request for rate approval for each service provided prior to the summer operating season. The Concessioner will provide to the Superintendent a list of rates proposed to be charged for designated goods and services by weight, portion size, etc., rendered to the public. The rates should be submitted at least 30 days prior to opening. Rate approval will primarily be by comparability as set forth in Public Law 105-391.

The reasonableness of Concessioner rates will be judged primarily by comparison with the competitive market place. Rate review and approval are based upon comparability studies of rates charged in the private sector for similar products and services. As needed, the Superintendent may request the Concessioner to participate in the selection of comparables.

The Concessioner shall furnish available boat tour transportation free of charge to National Park Service employees on official business, as requested by the Superintendent. The Concessioner shall provide lodging accommodations at reduced rates (not to exceed federal per diem rates) to National Park Service employees visiting the Area on official business, as requested by the Superintendent.

P. Handcraft, Gifts and Merchandise

Gift stores at the Area serve a two-fold mission: 1) Provide opportunities for visitors to purchase mementos of the Area, 2) Serve as an extension of the Area's interpretive responsibilities to the visiting public. Gift stores provide a means for visitors to take home something tangible from their Area experience. Therefore, gifts and souvenirs should be related to the Area's features, natural values and interpretive themes. Purchases have the potential of both providing memories of an enjoyable experience and further contributing to the appreciation of the Area's natural and cultural resources.

Concessioner sales of gifts and souvenirs should support Area interpretive themes and goals and adhere to the following guidelines:

1. The image of the Area and the gift stores are intertwined; the stores, in terms of both merchandise and personnel, are a front line of the Area's contact with its visitors and should exemplify quality and professionalism. The Concessioner is responsible for assuring that gift store personnel possess basic information about Crater Lake and understand Area interpretive themes and messages to be conveyed to visitors. The Concessioner will provide training for its retail sales clerks concerning the sources, quality, and authenticity of merchandise items.
2. Gift and souvenir sales items will have an identifiable relationship to Oregon, Northern California and the Area, features, natural and cultural resources and values, and related themes. Sales items identifiable to the Area have the highest priority.
3. The Concessioner will identify appropriate themes and categories for the gift store and submit a gift store merchandise plan to the Superintendent for approval. Gifts and souvenir items, which do not relate to any of the identified themes in the plan will be phased out of the inventory.
4. Sales items with exceptional Area interpretive, environmental, or cultural value will be provided prominent display space.
5. Handcraft items representing Crater Lake, Oregon and Northern California, including authentic Native American handcraft, will be sought and encouraged; conversely, handcraft items identified with other regions of the United States are discouraged.
6. When possible and appropriate, informational tags will be attached to sales items in an interpretive/educational effort to illustrate the relationship of the sales items to Area interpretive themes and goals.
7. These guidelines are for gift and souvenir sales items. It is recognized that the Concessioner will also sell groceries, camper supplies, activity items, clothing, sundries, and other general merchandise and convenience items necessary and appropriate for visitor enjoyment of the Area.
8. Merchandise that offends normal standards of taste or which violates conservation principles is not to be sold.

9. The sale of original prehistoric or historic archaeological specimens and geologic specimens, regardless of age or origin, is prohibited. The sale of clearly labeled replicas of artifacts and specimens is authorized.
10. Merchandise that the National Park Service has judged to be offensive or inappropriate shall be promptly removed.

The Superintendent and/or representative shall inspect the gift and craft stores from time to time to ensure that the guidelines are being followed.

Q. Mazama Campground

1. Instructions for campsite assignments, rates, after hours and emergency procedures are to be conspicuously posted.
2. Camping is restricted to established sites. The maximum occupancy is six persons per campsite, or a single-family unit in each campsite.
3. The Concessioner will provide a campground host(s). There will be two designated trailer sites adjacent to the trailer dump station for the campground hosts.
4. Use of campsites within Mazama Campground for housing Concessioner/contractor employees must be approved in writing by the Superintendent.
5. The Concessioner will grant a 50% discount to "Golden Age" and "Golden Access" passport holders for campsite fees.
NOTE: The "Golden Eagle" passport, which is an annual entrance permit, does not apply to camping fees.
6. The Concessioner is required to post the regulations for proper food storage, bear warning, and prohibition against feeding animals. There will also be posted a notice instructing visitors how to report a bear incident.

R. Reporting Requirements

The Concessioner will furnish the Area with a monthly summary report providing the following information for current month and year-to-date:

- Number of boat tours and number of passengers. Number of passengers disembarking at Wizard Island.
- Number of campsites rented and number of campers.
- Number of rooms rented and number of guests.
- Gross revenue by department for each Concessioner financial period.

This monthly summary report will be provided to the Superintendent by the 5th day of each month following a month of operation.

S. Procedures for Opening/Closing Road From Area Headquarters to Rim Village

1. The Area will attempt to keep the road from Area Headquarters to Rim Village open at all times. However, adverse winter weather conditions may necessitate closure of the road when the Area determines that driving conditions have become hazardous.
2. The Chief Ranger or Chief of Maintenance is responsible for making the determination that road/driving conditions are hazardous. When such determination has been made, the road will be closed to public access by closing the gate.
3. When the road is open to the public, the Rim Village concession facilities will also be open to the public during posted hours. If the road is expected to open prior to 11:00 am, the Concessioner will plan to open the Rim Village facilities. If the road opening is not expected until after 11:00 am, the Concessioner is not required to open the facilities that day.
4. If the concession manager on duty is in doubt whether the road will be open or closed, he/she should call the Area Communications Center after 8:45 am to obtain information on the road opening.
5. At 8:45 am Area Communications Center will advise the Concessioner on the status of the road opening and if it is not expected to be open prior to 11:00 am.

6. If concession personnel need access to Rim Village when the road is closed to the public, the manager on duty should contact the Communications Center or the Management Assistant. Arrangements may then be made to meet the Concessioner vehicle(s) and open the gate. Any Concessioner vehicles will then proceed as a convoy to Rim Village. This procedure is necessary for the safety of employees and to facilitate snow removal operations.

T. Accepting Reduced Rates and Items of Nominal Value

A National Park Service employee may accept, if offered, promotional type items and food of nominal value in the course of conducting official business with the Concessioner. The Concessioner will offer reduced rates for lodging and essential transportation as set forth in the CONTRACT.

U. Routine and Periodic Inspections

1. All aspects of the concession operation will be evaluated at least two times during the year and appropriate follow-ups conducted. Based on these evaluations, an overall rating will be assigned the Concessioner for the year's operation.
2. The General Manager or his representative will be invited to accompany a National Park Service concessions representative on inspections.
3. The Public Health Service Consultant is scheduled to perform a complete food service sanitation inspection two times per season to ensure compliance with US Public Health Service requirements.

V. Pet Policy

Concession employees residing at the Mazama RV/trailer sites and their families are permitted to have household pets at their places of residence in accordance with Superintendent Directive No. 2.7, May 1996 as follows:

1. Employees who are occupying unfurnished government quarters and are paying full quarters rental rates will be permitted to keep pets at their places of residence. Employees who are sharing quarters space and/or are paying only a portion of the total quarters rental rate and, therefore, might reasonably expect to share their place of residence with other employees at some time during the course of their employment, will not be permitted to keep pets at their places of residence. Employees who are

residing in their own mobile home within the boundaries of the Area are permitted to keep pets.

2. Pets may not be kept by employees who are occupying Government housing with furniture supplied by the Government.

3. Each family or single employee that meets the criteria set in Paragraphs 1 and 2 above, will be permitted a maximum of two dogs, two cats, or one of each. Pets -- dogs, cats, caged birds, certain rodents (white mice, hamsters, gerbils, rabbits) and aquarium fish shall be permitted when contained within the employee's household. Household, for the purposes of this policy, shall include the actual residence, and attached garage. No pets are permitted which require enclosures outside the household of the owner, and no such enclosures shall be permitted. Enclosures constructed within the household of the pet owner shall be completely removed upon vacating quarters. No pets will be kept at government expense. Pets permitted under this policy shall be kept under physical restrictive control in all areas and at all times except when within the established household and shall be subject to the same restrictions imposed upon pets of visitors (36 CFR 2.15).

4. No pet will be kept which is a nuisance to residents, visitors or concession employees. No animal with known vicious habits or which presents a physical threat to any person will be kept. No pet will be kept that presents persistent annoyance from noise or other offensive conditions. The superintendent may require the removal of any pet that is determined by him/her to be a habitual nuisance.

5. Pet owners are responsible to keep their pets and the areas they utilize and reside in, clean and inoffensive. This specifically applies, but is not limited to, exercise areas in employee housing, maintenance and administrative areas, and adjacent to undeveloped areas. Excreta will be immediately removed and disposed of properly by the pet owner.

6. All pet owners must comply with Federal, State and local regulations related to the keeping of pets.

7. Pets will not be kept if they damage, detract from or impair the property or resources of the Area. Damage to government quarters, property or resources by pets is the financial responsibility of the pet owner.

8. All pets must be kept under physical restraint (leash, cage, house) at all times. No pets may be released at any time, anywhere within the Area.

9. With the exception of the housing unit assigned, employee pets shall not be allowed in government or concession facilities or official vehicles.
10. Dogs and cats must be inoculated at regular intervals against the common animal diseases, i.e. rabies, distemper, feline distemper, etc. A record of the inoculations must be available for review in the case of bites or illness.
11. When pet offspring exceed the maximum number for a household, they may be kept through weaning, but must be removed from the Area or placed in another household where the limit has not been exceeded, within one month of weaning. The rearing of pets as a business shall not be permitted.
12. Employees who own pets shall be responsible for normal care, feeding and health of their pets.
13. Failure to comply with this policy may be cause for removal of a pet or pets from the Area. Continued failure to comply may be cause for revocation of the employee's housing assignment agreement.
14. Horses, burros or other farm animals (cows, pigs, chickens, etc.) will not be permitted. Wild animals which are native to the area and all other normally non-domesticated animals will not be permitted as pets.

NATIONAL PARK SERVICE

Superintendent
Crater Lake National Park

Date